APPENDIX A

Minimum *CARE* Standards Document

(Customer Account Record Exchange)

A Joint Proposal by
AT&T Corp., Sprint Corporation and WorldCom, Inc.

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SECTION 1

PREFACE

An interexchange carrier [IXC], sometimes called and herein after in this document referred to as an Access Customer [AC], can only obtain access to a customer ("end user" or "subscriber"), for the purpose of providing the requested interexchange service (interLATA and/or intraLATA), via the particular local switch that serves that end user. **An** end user's choice in, or changes to, his or her preferred (or "presubscribed") interexchange carrier [PIC] are administered and provisioned by the Local Service Provider [LSP]. In the traditional environment, the LSP is **also** the executing carrier for the end user's telephone number. However, if the end user's local service is provided via resale or unbundled switching, then changes in the end user's PIC are executed in the switch via provisioning orders from or through the LSP to the executing carrier for the end user's telephone number. The end user's desire to initiate or change a PIC selection is communicated directly through contact with the LSP's business office or through contact with the customer's preferred AC who submits the order on behalf of the end user. Effective communications between LSPs and affected ACs regarding the actual execution of the customer's choice is critical to maintain accurate billing records and deliver quality customer service.

Standard procedures and processes are necessary for the exchange of this essential information. As such, the industry established an industry standard communication vehicle, namely Customer Account Record Exchange [CARE], to facilitate the exchange of information between the LSPs and the ACs. CARE accomplishes such basic, yet crucial, functions as notifying an AC that a customer is now connected to its network or, alternatively, that it is no longer the customer's PIC selection.

Although there are established CARE Industry Support Interface [ISI] guidelines, under the current non-regulated (CARE) environment, many LSPs do not adhere to these guidelines whereby insufficient or no CARE is provided to the ACs. Today, some LSPs and ACs participate in the exchange of CARE; however, because all carriers (LSPs and ACs, alike) do not participate in CARE, it is not only harmful to the carriers themselves, but it is detrimental to the end users. Without daily CARE updates, responses to AC PIC orders and notification of customer choice changes, the end user: may not be subscribed to his/her carrier **of** choice; may be subscribed at the LSP switch but will not be billed appropriately by the selected AC when toll messages begin to **flow;** or may continue to receive a bill from the carrier that he/she has elected to leave. Consequently, customer complaints arise including continued billing and perceptions of slamming or cramming.

Essential CARE Transaction Codes [TCs] Status Indicators [SIs] facilitate the communication of PIC selections to a particular AC; PIC removals from a particular AC; end user service disconnects (dial-tone); and essential account maintenance activities that impact the PIC selection and/or changes to the end user's account information. Receipt of this critical information by the AC ensures the end user receives his/her requested services and an accurate, timely bill in a seamless manner. In the interest of customer satisfaction and accurate provisioning, a mandatory Minimum CARE Standard should be adopted at a national level.

PREFACE (continued)

This document represents the joint recommendation of AT&T, Sprint and WorldCom **for** a regulated Minimum CAFE Standard. The recommended Minimum CARE TCSIs discussed in this document are a subset of the existing Ordering and Billing Forum [OBF] CARE/Industry Support Interface [ISI] guideline TCSIs. The TCSIs in this document are identified as the Minimum CARE TCSIs that are considered essential for an AC to be able to:

(a) submit a PIC order to the correct Local Service Provider on behalf of the end user (01XX TCSI)

(b) know when any Local Service Provider has put an end user on the AC's network
(20XX – new PIC, PIC change, New Service TCSIs)

(c) know when any Local Service Provider has removed an end user from the AC's network (22XX – outPIC, dial-tone disconnect, resale or unbundled switching migration and porting activity TCSIs)

(d) receive critical changes to the account for the end user currently PIC'd at the local switch to the AC (23XX – bill name and/or bill address, billing telephone number [BTN], working telephone number [WTN] and other critical customer information changes TCSIs)

(e) facilitate a request for billing name and address [BNA] for end users who have usage on the requesting carrier's network where the AC does not have **an** existing account for the end user working telephone number [WTN] /automatic number identification [ANI] (0501 – BNA for ANI requests TCSIs)

(f) know who the LSP has suspended **or** blocked from using the Carrier Network due to collection or fraud issues to allow the PIC'd AC the opportunity to take the appropriate steps necessary to maintain customer continuity within the Carriers network and/or calling card process (27XX – advisory TCSIs)

(g) receive a notification of order failure with a reason specific to the order to allow the AC to correct the order or take alternative steps (21XX, 31XX, 41XX, 26XX – reject TCSIs)

Note: This document is not intended to replace the current, more expansive, unregulated OBF CARE/ISI guidelines that exist today, but rather to propose a subset as an industry-wide mandatory Minimum CARE Standard. All LSPs (ILECs/ICOs/CLECs) and ACs should continue to work together within the industry forum to support **the** development and use of established OBF CARE/ISI guidelines, as they deem appropriate for their particular needs.

SECTION 2

MINIMUM CARE COST CONSIDERATIONS

The provisioning of minimum Customer Account Record Exchange [CARE] is a critical part of doing business and necessary to providing service to customers. There are a variety of ways that this exchange of information can be transmitted that minimizes start-up costs, including paper (facsimile transmission, **U.S.** and/or overnight mail), cartridge, e-mail, Internet processing, mechanized processing or real-time processing.

The Texas Public Utility Commission ordered* a rule similar to this proposal relating to carrier notification issues arising from changes in preferred telecommunication carriers. In the comments section of this order, the Texas PUC states, "(t)here will be no adverse economic effect on small businesses or micro-businesses. . . There may be anticipated economic cost to persons who are required to comply with the section as proposed. The economic cost is difficult to ascertain or quantify at this time. However, the anticipated economic cost is outweighed by the benefit to telecommunications customers..."

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* Project No. 26131, PUC Rulemaking Proceeding to Address Notification Issues Arising From Changes in Preferred Telecommunications Utilities – Order Adopting an Amendment to $26.130, Relating to Selection of Telecommunications Utilities, As Approved at the September 12, 2002 Open Meeting.

SECTION 3

MINIMUM CARE PROCESSING CONSIDERATIONS

Under the Minimum CARE concept, performance measurement expectations should be defined to monitor LSP or AC compliance with these guidelines. All Carriers (ILECs/ICOs/CLECs/ACs) should strive to manage their internal operations to comply with minimum CARE standards, as soon as reasonably possible, once a standard has been adopted. In the existing CARE processes, a single solution does not exist to address when a Local Service Provider [LSP] (ILEC/ICO/CLEC) fails to comply with the minimum requirements or when a discrepancy is identified. There are many LSP/AC combinations possible, and the consequences for a failure in any one of these relationships can be detrimental to the end user. Thus, with the implementation of a Minimum CARE Standard, the need for a reliable, standardized process for the exchange/transfer performance between LSPs and ACs becomes an essential industry need.

Due to the complexities of the relationships that have evolved as a result of local competition, additional issues have surfaced which have increased end user billing complaints. With the vast outgrowth of CLECs in a resale/unbundled switching environment, it has become increasingly more difficult for ACs to distinguish the roles and responsibilities and understand how orders are handled between the Resale/Unbundled Switching CLECs and their Network Service Provider partners. The lack of an infrastructure to support local competition has added to this confusion. Specifically, there are no industry acceptable performance measurement expectations to support the CARE end-to-end process.

The following processes should be considered as necessary components to a Minimum CARE Standard to ensure accurate, timely end user billing and maximize customer satisfaction.

Failure to Communicate PIC Activity/Account Maintenance Information

Under a regulated CARE environment, it is essential for all Carriers (ILECs/ICOs/CLECs/ACs) to adhere to the CARE process, LSPs must provide notification of all business office initiated end user PIC changes and applicable account maintenance activities to the PIC'd AC, in addition to providing appropriate CARE responses to AC-initiated PIC change requests (confirmations or rejects). This CARE feed from the LSP serves as the only official notification to the AC that the end user has been added or removed from the AC's services and/or critical account maintenance changes have occurred. Absent timely CARE notifications to the ACs, the end user customer may not be subscribed to his/her carrier of choice; or may be subscribed at the LEC switch but will not be billed appropriately by the PIC'd AC when toll messages begin to flow. In conjunction with a mandated Minimum CARE Standard, an efficient single industry-wide, standard process to facilitate, manage and monitor the exchange of CARE data must be considered and developed to ensure customer satisfaction and accurate provisioning.

MINIMUM CARE PROCESSING CONSIDERATIONS (continued)

Timeliness, Accuracy and Completeness

Timeliness, accuracy and completeness are essential elements of a Minimum CARE process and are used to ensure end user requests are processed without undue delay in support of seamless customer experiences. Many Incumbent Local Exchange Companies [ILECs] have been supporting the industry CARE process since the inception of Equal Access. This proposal shall in no way relieve ILECs to perform at a lower standard than they are today. However, there should be a graduated implementation timeline allowed for new entrants into the CARE process to achieve the desired measurement results. This graduated implementation timeline should include criteria for process improvements.

The guidelines set forth in the Ordering and Billing Forum [OBF] Equal Access Subscription Customer Account Record Exchange [CARE] Industry Support Interface [ISI] document should be used as a point of reference to ensure the accuracy and completeness of the CARE data.

Timeliness

Acceptable or reasonable timeliness thresholds should be adopted with consideration to the media types to ensure the end user's order completion. Media types range from processing methods of real-time (electronic bonding), mechanized (Network Data Mover [NDM] or Connect:Direct [C:D]), e-mail or internet (including website access), cartridge and paper (U.S. Mail, overnight mail or facsimile). In addition, these thresholds need to take into consideration the processing differences between resale/unbundled switching and facilities-based LSPs. In today's operating environment, established timeliness thresholds are met by measuring AC-initiated order activity and LSP-initiated CARE activity according to media type. Refer to timeliness thresholds in this document for specificity on suggested timelines by media type and service environment.

Accuracy for All Carriers

It is essential for all Carriers to employ "best efforts" and use quality practices and methods to ensure the data being exchanged is accurate and complete.

Completeness for All Carriers

It is essential that all Carriers abide by the guidelines as set forth in this document. The guidelines set forth in the *Alliance for Telecommunications Industry Solutions [ATIS] OBF Equal Access Subscription CARE/ISI* document should be used as a point of reference to ensure the accuracy and completeness of the CARE data. The transaction codes [TCs] status indicators [SIs] represented in this document are based upon a subset of the requirements described in the OBF CARE/ISI document.

Completeness for All Camers (continued)

This document defines the industry-approved guidelines for the exchange of equal access and account maintenance information. The *Customer* to *Provider and Provider to Customer Data Matrices,* as well **as,** the *Data Element Definitions* sections within the CARE/ISI document shall be used to identify the required data elements and values to be exchanged in conjunction with the TCSIs referenced in this document. It provides a consistent definition and data format for the exchange of common data elements to facilitate the exchange of end user account information between Carriers.
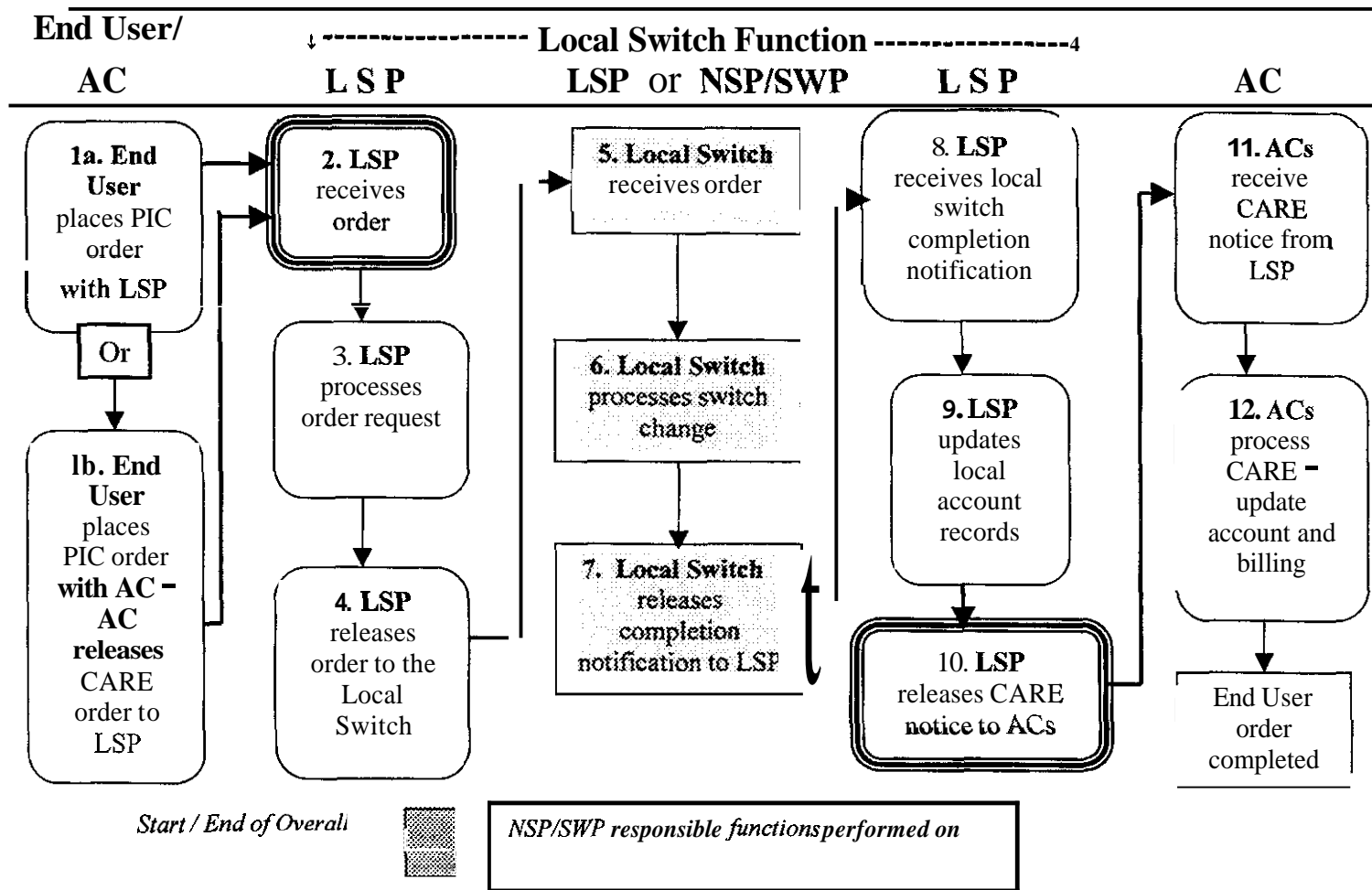
Recovery Process

When accuracy and/or completeness expectations are not achieved due to the receipt of incomplete or inaccurate CARE data which jeopardizes the integrity of the information, an immediate recovery process must be negotiated and implemented between the impacted Carriers. The mutually agreed-upon recovery process must be completed, as soon **as** possible (generally within 3-5 business days), to limit end user impacts and ensure accurate billing. It should be the responsibility of the Carrier that identifies the discrepancy (self-discovery or notification) to notify all other impacted Carriers and begin the negotiations to resolve the discrepancies. The following examples illustrate typical discrepancies and acceptable recovery solutions.

Recovery Process Examples:

DISCREPANCY	RECOVERY
Missing or inaccurate BNA	New records with complete or corrected BNA
Some records missing zip code	Replacement records with correct zip code
Receive erroneous reject due to table error	Fix the table, recover and reprocess original records, creating the correct CARE
Incorrect TCSIs received ~ (20XXs received in error where should have been 22XXs)	Corrected file needs to be negotiated, corrected and sent with accurate TCSIs.

Timeliness Thresholds by Order Activity and Media Type

Frequently, multiple Carriers play a part in ensuring that an end user's requested change is completed in an accurate and timely fashion. When measuring the timeliness of the order process, separate measures must be established for each Carrier involved to ensure that Carrier accountability is accurately evaluated. The following diagram of the PIC change process flow, while very simple, serves to illustrate the roles and responsibilities of each Carrier and is meant to identify the demarcation points between Carriers used in the actual timeliness performance measures identified afterwards.

End User/ AC — LSP — LSP or NSP/SWP — LSP — AC

Local Switch Function

- 1a. End User places PIC order with LSP
- Or
- 1b. End User places PIC order with AC – AC releases CARE order to LSP
- 2. LSP receives order
- 3. LSP processes order request
- 4. LSP releases order to the Local Switch
- 5. Local Switch receives order
- 6. Local Switch processes switch change
- 7. Local Switch releases completion notification to LSP
- 8. LSP receives local switch completion notification
- 9. LSP updates local account records
- 10. LSP releases CARE notice to ACs
- 11. ACs receive CARE notice from LSP
- 12. ACs process CARE – update account and billing
- End User order completed

Start / End of Overall. NSP/SWP responsible functions performed on

If the CARE order is initiated by ...	and Local Service Provider is...	then the LSP's measurement starts at Step...	and ends at Step...
End User (Step 1A)	Facility-Based	6. Local Switch completion date	10. LSP releases CARE to ACs
	Resale/Unbundled Switching	8. LSP receives local switch completion notification	10. LSP releases CARE to ACs
AC (Step 1B)	Facility-Based	2. LSP receives order	10. LSP releases CARE to ACs
	Resale/Unbundled Switching	2. LSP receives order	5. LSP releases order to local switch *and starts again at Step 8.*
		8. LSP receives local switch completion notification	10. LSP releases CARE to ACs

The actual number **of** days (or hours) for a Carrier to perform their process steps is shown in the chart below. The chart reflects timeliness performance measures by media type, depicting the maximum amount of time allowed for each Carrier to transmit/receive **CARE** information based on the initiator of the event.

Media Type	AC Initiated Order				End User Initiated
	Facility Based Step 2 thru 10	Resale/ Unbundled Switching			All Carrier Types Steps6/ 8 thru 10
		Steps 2 - 4	Steps 5–7 (NSP)	Steps 8 -10	
Real Time Processing	12 hours	-	varies by NSP ~ Should equal parity performance with self	-	12 hours
Mechanized Processing	within 1 - 2 business days	within 1 - 2 business days	"	within 1 - 2 business days	within 1 - 2 business days
E-Mail / Internet Processing	within 5 business days	within 5 business days	"	within5 business days	within 5 business days
Cartridge Processing	within 5 business days	within 5 business days	"	within 5 business days	within 5 business days
Paper Processing	within 5 business days	within 5 business days	"	within5 business days	within 5 business days

SECTION 4

MINIMUM CARE STANDARD TRANSACTION CODES/STATUS INDICATORS

AC to LSP TCSIs

These codes allow the Access Customer [AC] to send, and the Local Service Provider [LSP] to receive, PIC change orders on behalf of the subscriber and requests for customer account information. The AC to LSP data matrices section within the CARE/ISI document, as well as, the Data Element Definitions section shall be used to identify the necessary data elements and values to support the following TCSIs.

Tra   :tion Code [TC] 01

This Transaction ([TC] contains the necessary data required to subscribe an end user's   (; to the submitting   !.

These Transaction   d   Status I   }] allow **an AC to submit an order** on **behalf of the end** user customer **instructing the LSP t ii t: ig the preferred interexchange carrier   ]** for tl end user line(s) to the   t   Carrier.

Minimum TCSIs	Description of TCSI	Value
0101 0104 0105	WTN & all associated terminals BTN, and all associated WTNs and terminals WTN only	Allows for an AC to submit a PIC Order on behalf of the end user customer requesting the specific AC service(s)
	Support of one or more of these TCSIs is based on applicable network configuration and the appropriate processing level at the LSP.	

Transaction Code [TC] 05

This TC is used by the AC to request account information from the LSP.

This TCSI provides a process for an AC to submit a request for the Billing Name and Address [BNA] of the end user for the particular working telephone number [WTN] the AC has received usage on.

Transaction Code [TC] 05 Continued:

Minimum TCSI	Description of TCSI	Value
0501	R] t for information for submitted Automatic Number Identification (ANI)	Allows an A to request a billing name/address to be able to bill sag for a WTN not in the Carrier's (active or PIC) database.

LSP to AC TCSIs

These codes allow the Local Service Provider [LSP] to send, and the Access Customer [AC] to receive PIC status and account information concerning the end user. The LSP to AC data matrices section within the CARE/ISI document, as well as, the Data Element Definitions section shall be used to identify the necessary data elements and values to support the following TCSIs.

T   ti   Code [TC] 20XX

This Transaction Code [TC] provides notification to an AC that the designated end user has selected the receiving AC as the preferred interexchange carrier [PIC] for the working telephone number [WTN] and jurisdiction. This activity could have been through end user direct contact with the LSP (business office order) or a response to an AC order submitted on behalf of the end user (see Customer to Provider TC **01).**

Minimum TCSIs	Description of TCSI	Value
2003 Alternative (see Preferred 2008, 2009 & 2010)	InPIC to receiving AC from an LSP business office order, new or additional service. *Provides notification to the AC that the LSP has placed WTN on the AC's network as PIC'd to AC at designated jurisdiction.*	Allows for accurate establishment of end user account and billing of end user usage as PIC'd account

| Tr :ti Code [TC] 20XX Continued |

Minimum TCSIs	Description of TCSI	Value
2004	nPIC to receiving **AC** as confirmation **from** an AC-initiated 01XX. *Provides confirmation to AC Provider placed WTN on AC's network as PIC'd to AC at designated jurisdiction is requested in 01XX order to provider.*	Allows for accurate billing of end user usage as PIC'd account. Also confirms PIC change was done at request of AC. In event of PIC dispute this TCSI confirms AC submitted the change.
2005*	inPIC on end user moving. Move is within the local provider area. *Provides notification to the AC the end user has moved and is PIC'd to the receiving AC.* *Paired with 2202 TCSI.* * TC 23 could be provided in place of, or in addition to 2005 and 2202.	Allows accurate billing of end user usage as PIC'd account. **Also** provides new telephone number and address of end user.
2007*	InPIC on end user where the responsibility for payment has changed. New end user does not assume liability for usage incurred by previous end user. *Provides necessary information of new responsible party on existing WTN account. Provides confirmation that new responsible party does not accept usage incurred by previous party on account.* *Paired with TCSI 2212.* * TC 23 could be provided in place of, or in addition to 2007 and 2212.	Allows accurate billing of end user usage as PIC'd account, and also allows for accurate billing **of** previous usage to old responsible party.
2008, 2009 & 2010 Preferred or 2003 Alternative	InPIC to receiving **AC** from a Provider business office order 2008 =New Service; 2009 = PIC Change to existing end user account; 2010 = Add new line to existing account. *Provides notification to the AC that the LSP has placed WTN on the AC network us PIC'd to AC at designated jurisdiction.*	Allows for accurate establishment of end user account and billing of end user usage as PIC'd account.

Transaction Code [TC 20XX C

Minimu TCSI	Description of TCSI	Value
2011	InPIC as a result **of** a PIC Dispute *Notifies the AC end user has been returned to AC's network as a result of a reported PIC Dispute. Associated (outPIC) TCSI 2217 or 2218 or 2219.*	Provides information to the AC for FCC Slamming requirements.
2020	InPIC confirmation of AC order that changed **the** toll reseller on **an** existing account. *Currently this process is only required in the state of California. Provides confirmation the Local Service Provider changed the Toll Reseller identification in the LSP Records.*	Accurately identifies the account as being PIC'd to a Toll Reseller.

Transaction Codes [TC] 21XX, 31XX & 41XX

These Transaction Codes [TCs] are utilized to reject an Access Customer [AC] order when the LSP can not process the order. The reject provides necessary information for the AC to determine the reason the order rejected, allows for timely correction and re-submittal if applicable, or identifies alternative handling procedures may be necessary.

Minimum TCSIs	Description of TCSI	Value
All Applicable	Industry-defined reject TCSIs should be provided based on the industry guidelines and LSP edit processes.	Rejects are a valuable tool to assist in re-working **an** end user order thereby meeting end user expectations.

Transaction Codes [TC] 22XX

This Transaction Code [TC] provides notification to an Access Customer [AC] that the designated end user has either dial-tone disconnected his local service or has selected a new AC for his PIC. This activity could have been through end user direct contact with the Provider (business office order PIC Change or service disconnect) or as an OutPIC response **to** another AC order submitted on behalf of the end user to change the PIC selection to the new AC.

n Codes   22XX Continued:

Minimum TCSIs	Description of TCSI	Value
2201 Alternative(s e Preferred 215,2216	Service Disconnect *Provides notification to AC the end user has disconnected his local service with the Provider*	Cancels the end users service for the AC. AC will issue Final Bill to the end user.
2202*	Disconnect notification on end user Moving. *Provides disconnect notification to AC the end user is moving. Paired with the 2005 TCSI. End user moving nay br may not have made a change in his/her LD Carrier.* * TC 23 could be provided in place of, or in addition to 2005 and 2202.	Allows for accurate billing of end user usage. Paired with the 2005 the end user's account will remain intact at the AC. Without paired transactions the end user's account would be disconnected and the OCP would be taken down inappropriately if AC was retained as PIC with the move.
2203	OutPIC notification from the Provider. AC service cancelled through the LSP. *Provides notifcation the end user has changed his/her PIC selection through direct contact with the LSP.*	Allows the AC to accurately status the end user account as not PIC'd and, if appropriate, render a final bill.
2206	OutPIC notification from the Provider. AC service cancelled through another AC order. *Provides notifcation the end user has changed his/her PIC selection through direct contact with the gaining AC.*	Allows the AC to accurately status the end user account as Not PIC'd and, if appropriate, renders a final bill.
2212*	Notification *to* the AC the responsibility for payment on this WTN has changed. The new end user does not assume liability for usage incurred by previous end user. Paired with TCSI 2007. * TC 23 could be provided in place of, or in addition to 2007 and 2212.	Allows for accurate final bill of end user usage on previous party account. Also allows for accurate billing of new usage to new responsible party if PIC remains with AC.
2215,2216 Preferred or 2201 Alternative	Service Disconnect 2215 =Partial 2216 =Total *Provides notification to AC that the end user has disconnected his/her local service line(s) (either partially or totally) with the LSP.*	Cancels the end users service for the AC. For total disconnects, AC will issue Final Bill to the end user.

Transaction Codes [TC] 22XX Continued

Minimum TCSIs	Description of TCSI	Value
2219 Preferred or 2217 Alternatives or 2218 Alternatives	OutPIC as a result of an end user reported PIC Dispute. *provides the necessary data at the jurisdictional level to the alleged unauthorized AC to resolve complaint with the end user and comply with FCC Slamming requirements.* End User cancelled AC service, disputed PIC selection . one PIC change charge. End User cancelled AC service, disputed PIC selection . two PIC change charges. *Provides the necessary data at the jurisdictional level to the alleged unauthorized AC to resolve complaint with the end user and comply with FCC Slamming requirements. Associated (inPIC) TCSI 2011.*	Allows for the timely resolution of the end user's PIC Dispute per FCC/State PUC Slamming requirements.
2231	Service Disconnect - Number Portability *Provides notification to the PIC'd AC the end user has ooried his/her telephone number to a new local service urovider - new local provider identification may be vrovided in the CARE record The PIC may or may not remain with the AC.*	Allows for the timely billing **of** end user usage if the new local provider is identified to be able to request and receive the BNA information.
2233 2234 Alternative for Resale LSPs	Service Transfer between Local Providers *SWP provides notification to the PIC'd AC that the end user has moved his local service from one local service provider to another local service provider - new local service provider identification may be provided in the CARE record The PIC may or may not remain with the AC.* Notification *to* the AC of termination of a local resale arrangement between the LSP and SWP. *This TCSI should be used by LSPs in a local resale arrangement who are unable to determine the reason of the line loss. This alternative 2234 is notification to the AC of the termination of the arrangement.*	Allows for the timely billing of end user's final bill or allows for uninterrupted billing to end user customer who only changed his local service provider.

Transaction Codes [TC] 23XX

This Transaction Code [TC] provides notification to the PIC'd Access Customer [AC] of any end user information changes not associated with PIC changes. The purpose is to serve as an account maintenance vehicle for the AC to which the end user is subscribed.

Minimum TCSIs	Description of TCSI	Value
2317 or 2368 & 2369 Alternatives	Critical End User Information Changes. BTN Account Level (critical) End User Information Changes. WTN Line Level (critical) End User Information Changes. *Provides the PIC'd AC critical account information changes on the end user (e.g. Number changes, Address changes.)*	Allows for the timely, accurate billing of the end user usage without disruption of end user service. Absent account changes the bills **would** be sent to the wrong end **user.**

Transaction Codes [TC] 25XX

This TC provides Billing Name and Address [BNA] for Automatic Number Identification [ANI] positive responses to the Access Customer's request for BNA (see **0501).**

Minimum TCSIs	Description of TCSI	Value
2503	BNA for ANI as requested by AC. PIC assigned to requested AC. *Provides the AC with the Billing Name and Address for the ANI submitted and confirms WTN is PIC'd to the submitting AC.*	Allows for timely, accurate billing of usage on PICd customers.
2504	BNA *for* ANI as requested by AC. PIC not assigned to requested AC. *Provides the AC with the Billing Name and Address for the ANI submitted and confirms WTN is not PIC'd to the submitting AC.*	Allows for timely accurate billing of usage on Non-PIC'd customers.

Transaction Codes [TC] 26XX

These TCSIs are utilized to reject an Access Customer [AC] request for Billing Name and Address [BNA] for Automatic Number Identification [ANI] when the Local Service Provider cannot process the record due to error or because the requested BNA is not available (see **0501** and **25XX**).

Minimum TCSIs	Description of TCSI	Value
All Applicable	Rejects for BNA for ANI requests (0501) *Industry-defined reject TCSIs for BNA for ANI requests (0501) should be provided based on industry guidelines and Local Service Provider edit processes.*	Informs the submitting AC this ANI is either not found in the Provider records or belongs to a different Local Service Provider.

Transaction Codes [TC] 27XX

These TCSIs are utilized to advise the PIC'd Access Customer of activity impacting the end user's account. Support of 2716 / 2717 "Toll Only Network Blocked" TCSIs is based on applicable network configuration and the appropriate processing level at the Local Service Provider.

Temporary Local Service Deny TCSI Advisories

Minimum TCSIs	Description of TCSI	Value
2710	Advisory - Temporary Suspension **of** Service - Non-Payment *Advises the PIC'd AC the end user's service at the Local Service Provider has been temporarily suspended due to non-payment. Paired with 2711. End User generally only has emergency/911 access.*	Advises the PIC'd AC the end user service is suspended. Allows the AC *to* take necessary steps on it's own network &/or calling card processes.
2711	Advisory - Service Restored from Temporary Suspension - Non-Payment *Advises the PIC'd AC the end user's service at the LSP has been restored from temporary suspension. Paired with the 2710.*	Advises the PIC'd AC the end user service is restored from suspension. **Allows** the AC *to* reverse the steps taken in 2710 activity.

Transaction Codes [TC] 27XX Continued

Toll Only Not :1   i TCSI A is

No 1: If the L   Provider supports a Toll Block process, receipt of the following TCSIs is q   as p
of the Minimum CARE standard.

Note 2: Currently, there are several states where the Local Service I   i 1 is restricted from informing the
PIC'd AC about end user   b   pay   diffi   /d   qu   It is   ial for]
PIC'd AC to know why/when the LEC provider has temporarily   p   or permanently blocked'
1 e 1 l se   c ner from c i   l network of the PIC'd AC. In these particular t t i, th
Industry has   r ed TCSI codes for this specific purpose Under the   nimum CARE
:r it is essential these TCSI codes be available for use by I   l Companie r erati   under PUC
rules to comply with state- specific rulings and satisfy the need to inform PIC'd ACs about
suspensions/blocks.

2716 Preferred	Advisory - Access to **AC's** Network Blocked *This TCSI advises the PIC'd AC the end user's service at the Local Service Provider has been blocked from the AC's network for non-payment. Paired with the 2717. End user has local dial tone and access but cannot make 1 + calls.*	Advises the PIC'd AC the end **user** 1+ service is blocked. Allows the 4C to take necessary steps on it's own network &/or calling card processes.
or 2720 or 2721 Alternatives	Advisory - End User service blocked. Advisory -End User service blocked. Reason not specified. *In states where Local Service Providers are not allowed to advise of non-payment status, the use of the 2720 or 2721 advisory TCSIs is acceptable.*	
2717	Advisory - Access to AC's Network Restored *This TCSI advises the PIC'd AC the end user's service at the Local Service Provider has been restored.*	Advises the PIC'd AC the end user service **is** restored from block. Allows the AC to reverse the steps taken in 2716 (272012721) activity.

GLOSSARY OF TERMS

Acronym	Definition
AC	Access Customer [a.k.a. Interexchange Carrier]
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunications Industry Solutions
BNA	Billing Name and Address
BTN	Billing Telephone Number
CARE	Customer Account Record Exchange
CLEC	Competitive Local Exchange Company [Local Service Provider]
FCC	Federal Communications Commission
ICO	Independent Telephone Company [Local Service Provider]
ILEC	Incumbent Local Exchange Company [Local Service Provider]
ISI	Industry Support Interface
IXC	Interexchange Carrier [a.k.a. Access Customer]
LEC	Local Exchange Company [a.k.a. Local Service Provider]
LNP	Local Number Portability
LSOG	Local Service Ordering Guidelines
LSOP	Local Service Ordering & Provisioning Committee
LSP	Local Service Provider [a.k.a. Local Exchange Company]
LSR	Local Service Request
LSR-CN	Local Service Request - Completion Notice
NPAC	Number Portability Administration Center
NSP	Network Service Provider [a.k.a. Switch Provider]
OBF	Ordering and Billing Forum
PIC	Primary Interexchange Carrier
PUC	Public Utility Commission
SI	Status Indicator
SMS	Service Manager System
SWP	Switch Provider [a.k.a. Network Service Provider]
TC	Transaction Code
TCSI	Transaction Code Status Indicator
WTN	Working Telephone Number